

## Department of Early Learning

### 10.3.3

#### Complaint Finding Determination Procedure

1. Department of Early Learning (DEL) licensing staff will follow the Complaint Inspection Procedure (10.3.1) when conducting a complaint inspection.
2. After the complaint inspection is completed, the licensor must make a finding of “valid” or “not valid” for each allegation contained in a complaint.
- 3. Findings must be related to the complaint allegations **only**. A finding must be based on information available during the licensing complaint inspection process.
4. A “valid” finding indicates that **sufficient** evidence exists to verify that the licensee, staff or volunteer violated applicable RCW or WAC related to allegations contained in a complaint. Sufficient evidence means:
  - a. Able to verify through observation or reviewing facility records that applicable RCW/ WAC was violated; and/or
  - b. Able to verify through a source or witness other than the referrant that applicable RCW/ WAC were violated; and/or
  - c. Able to verify through provider confirmation that applicable RCW/ WAC were violated.
5. A finding of “not valid” indicates that sufficient evidence does **not** exist to verify that the licensee, staff or volunteers violated applicable RCW/ WAC related to the allegations contained in a complaint.
6. A licensing inspection complaint finding letter will be completed using the Complaint Finding letter Template.
7. The Complaint Finding letter will be sent to the provider within five (5) business days after the licensing inspection is closed.
8. DEL licensing staff are expected to respectfully communicate about the definition of each type of complaint finding and how the findings were determined to the following groups, as requested:
  - a. Parents / guardians
  - b. Members of the community
  - c. Child Care Resource and Referral Network
  - d. Early Childhood Education and Assistance Program (ECEAP) staff
  - e. DEL Subsidy policy staff